



# Commonly Asked Questions

## FROM SURVEY – JUNE 2022

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### ***Information and Communication***

We keep things up to date on our website ([youralliedtherapy.com](http://youralliedtherapy.com)) and are active on social media. Our website has some useful links that connect directly to the NDIS Website and the website calendar is updated with the latest information about CLUBs and other events. Facebook and Instagram share snippets of our week and our wonderful clients. We also encourage you to acquaint yourself with the NDIS Website on the latest news and changes to the scheme that supports you and/or your child.

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### ***Key Worker***

Your Key Worker is your first point of contact and will share information with you and vice versa. Please let them know what you require from them.

Of course, you can also ring the admin phone (0406447373) for general enquiries.

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### ***Leave/Office Closure***

At SWAT we do not close our office over the school holidays or the festive season (outside public holidays), although there are times when it is not manned as we are a mobile service. If your key worker or therapist is going on leave, they will communicate that to you and schedule appointments accordingly.

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### ***Short Notice Cancellations***

On 1 July 22, NDIS made a change to their short notice cancellation policy from **48 hours notice to seven days notice**. NDIS made this change to support providers during this current time when there is a high number of cancellations to services. This is a business continuity decision to support providers to sustain services for NDIS participants.

We, at SWAT appreciate NDIS safeguarding its providers but are also driven to provide person-centred service delivery. We are committed to adhering to our current short notice cancellation policy as we feel this will still be a sustainable option for us. It has always been and will currently remain at **24 hours notice**. The 24 hours notice is on the business work week (Mon-Fri). Notice is required prior to the scheduled appointment time on the Friday prior to Monday appointments.

In the event you have to cancel within 24 hours, NDIS (through you) will be charged for the allocated time for that appointment which includes the allocated travel time. Your therapist has committed that combined time to you and it is difficult to plan for and use that appointment for another client at short notice.

This will also be applicable if your appointment is in one of the community facilities e.g. College Row School Pool, SW Sports Centre, Stirling St Art Gallery; and your session is cancelled by the facility within 24 hours. This applies to both individual and group sessions. On our side, we will communicate with these community organisations to ensure short-term cancellations are avoided where possible to minimise the impact on routine based intervention and funding.

NDIS acknowledges that unforeseen circumstances happen, and the understanding is shown that businesses cannot survive without income when they have committed the time to service delivery, this is not a negative reflection on you or the community organisations we work with. We as providers can also include any information about illness or change in circumstances that lead to increased cancellation in our reporting as supporting evidence for your future plans.

As a business, we will continue to offer a quality service to you our valued clients. We appreciate that NDIS, as the provider of your funds, recognises that to support the participants, they also need to support the service providers. If you want to read more about short notice cancellations, we have attached information directly from NDIS pertaining to this at the end of this email.

**If you want to read more about short notice cancellations, the following information is directly taken from the document, *NDIS Pricing Arrangements and Price Limits, valid from 1 July 2022*, and will assist in understanding some of the pricing arrangements that have been determined by NDIA.**

## Short Notice Cancellations

Where a provider has a Short Notice Cancellation (or no show), they are able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to this *NDIS Pricing Arrangements and Price Limits* and the terms of the service agreement with the participant.

A cancellation is a short notice cancellation if the participant:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- has given less than seven (7) clear days' notice for a support
- For supports delivered to a group of participants, if a participant cancels their attendance and if the provider is unable find another participant to attend the group session in their place then, if the other requirements for a short notice cancellation are met, the provider is permitted to bill the participant who has made the short notice cancellation at the previously agreed rate that they would have billed if the participant had attended the group. All other participants in the group should also be billed as though all participants had attended the group.

Providers can only claim from a participant's plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

- this *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Short Notice Cancellations in respect of that support item; and
- the proposed charges for the activities comply with this *NDIS Pricing Arrangements and Price Limits*; and
- the provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
- the provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Claims for a short notice cancellation should be made using the same support item as would have been used if the support had been delivered, using the “Cancellation” option in the Myplace portal.

There is no hard limit on the number of short notice cancellations (or no shows) for which a provider can claim in respect of a participant. However, providers have a duty of care to their participants and if a participant has an unusual number of cancellations, then the provider should seek to understand why they are occurring. The NDIA will monitor claims for cancellations and may contact providers who have a participant with an unusual number of cancellations.